

**REQUEST FOR PROPOSALS
FOR THE
COORDINATION OF SOCIAL SERVICES**

The Town of Boxborough, through its Chief Procurement Officer, is seeking proposals from qualified professionals to provide social services coordination as a pilot program in the Town of Boxborough for 8 – 12 hours per week. Contractor shall facilitate access to needed social services for all age groups within the community by providing residents with information, guidance and referrals.

RFP packets may be obtained at the Boxborough Police Station, located at 520 Massachusetts Avenue, Boxborough, MA from 8:00 AM – 4:00 PM, Monday through Friday, or from the town's website: [www. Boxborough-ma.gov](http://www.Boxborough-ma.gov), commencing July 17, 2014. Proposers downloading information from the town's website are solely responsible for obtaining any addenda prior to the proposal opening. The RFP packet will list notification requirements.

Proposals shall be returned to the Chief Procurement Officer, Boxborough Town Hall, 29 Middle Road, Boxborough, MA 01719 in two sealed envelopes, as described in the RFP packet, clearly marked: 1) "Social Services – Narrative Proposal" and 2) "Social Services – Price Proposal" by 12 PM on August 1, 2014 at which time they will be publicly logged in. The name of the proposer shall be clearly indicated on the outside of envelopes. Proposals shall not be accepted by fax or e-mail.

The Town reserves the right to cancel this RFP or reject in whole or in part any and all proposals, if the Town determines that cancellation or rejection serves the best interests of the Town. The Town also reserves the right to waive any informalities. The Town will not accept late proposals due to any type of mail or courier delay.

Per Order
Selina Shaw, MCPPO
Town Administrator

**TOWN OF BOXBOROUGH
WELL BEING COMMITTEE
REQUEST FOR PROPOSALS
FOR THE
COORDINATION OF SOCIAL SERVICES**

BACKGROUND

Boxborough is a small community (population 5,000), situated at the crossroads of I-495 and Rte. 111 (Mass. Ave.) about 30 miles west of Boston. Its excellent school system, high quality housing, convenient location and scenic, historic and rural character make Boxborough an attractive community in which to live and work.

However, between 3%-5% of Boxborough families are receiving some form of government assistance as a result of economic hardship. Stress, mental health and behavioral issues have increased among students and their families and domestic violence is also a concern. In addition, the senior population is rapidly growing and is in need of more services.

The Town currently does not have the expertise in-house to coordinate social services. We are seeking professional expertise of a vendor on a contract basis to coordinate social services for the town, as a one-year pilot program. The Contractor will not be subject to day-to-day supervision, but will provide basic status updates and discussion of prospective activities on a monthly basis with the Town's Board of Health designee. Contractor shall be responsible for performing the entire scope of services subject to the reasonable satisfaction of the Town, as determined by the Town Board of Health designee.

The Well Being Committee will evaluate the effectiveness of this pilot program and by March 15, 2015, the Committee will make a recommendation to the Board of Selectmen regarding the continuation of services on a contract basis, or by a qualified employee, and the appropriate number of hours.

Pursuant to G.L. c. 30B, the Town, in issuing this RFP, is required by law to follow the procedures set forth in this RFP. Recognizing that prospective responders may not be familiar with the requirements of c. 30B, the Town encourages anyone who is interested in submitting a proposal but who has questions about the procedure and/or the requirements of this RFP to contact the Town Administrator no later than July 25, 2014 in writing with any questions [fax to 978-264-3127 or by e-mail (preferred) to sshaw@boxborough-ma.gov]. If appropriate, the Town will issue one or more addenda to this RFP to answer such questions. Prospective responders, therefore, are encouraged to request such clarification. If necessary, the Town will also consider extending the deadline for submissions so that all questions and concerns can be addressed in a timely manner.

SCOPE OF SERVICES

The Contractor shall serve as a central point to provide knowledge of and assistance with accessing the wide variety of state and local services available to Boxborough residents as needs require. It is expected that all Boxborough service providers, e.g., school, COA, EMT, Fire and Police Departments, will refer residents to the Contractor as necessary.

The Contractor shall facilitate access to needed social services for all age groups within the community by providing residents with information, guidance and referrals. The work to be performed includes assessment, problem identification, advocacy and coordination of services. It is expected the work will require regular interaction with the local school system, and the police and fire departments. It is

anticipated that communication will be necessary between the Contractor and area hospitals, nursing homes, service providers, government agencies, schools and family members and it is required that all such communication be done in a confidential manner as required by professional ethics and statutes such as HIPPA.

The Contractor shall be responsible for:

- Providing support management and referral resources for families and individuals in need of assistance.
- Working with Acton-Boxborough Regional School District in helping at-risk students and their families.
- Conducting home visits, monitoring delivery of services, and assessing quality of care.
- Engaging in outreach to at-risk families and individuals (including minors, adults and the elderly) identified by other town professionals.
- Providing crisis follow-up when requested by Boxborough first responders.
- Assisting with coordination of services with periodic reassessment of client needs and eligibility.
- Collaborating with other Town departments and community groups as needed to ensure the health and well-being of the Boxborough community.
- Identifying and applying for federal and state grants for social service needs.
- Participating in a regularly scheduled meeting as needed with Board of Health delegate for support, assessment and feedback.
- Submitting monthly statistical reports to Board of Health.
- Attending monthly Well-Being Committee meetings.

For the purposes of this pilot program, it is expected that these tasks will be addressed in 8 – 12 hours per week.

MINIMUM REQUIREMENTS

- Current Massachusetts Class D driver's license, or equivalent
- MSW or equivalent
- No less than three years' experience in social services
- Three professional references, at least one of which shall be from a former employer/supervisor
- Certificates of Insurance for General, Professional Liability, Auto and Workers Compensation Insurance
- Compliance with **all** submission requirements below

Proposals that do not meet the minimum requirements will be deemed unresponsive and will be rejected without further consideration.

SUBMISSION REQUIREMENTS

Qualified proposers shall submit: 1) a narrative proposal and 2) a price proposal, each in separately sealed envelopes within a larger sealed envelope addressed to Selina Shaw, Town Administrator/Chief

Procurement Officer, Town of Boxborough, 29 Middle Road, Boxborough, MA 01719, to be received **no later than noon on August 1, 2014**. Proposals received after noon on August 1, 2014 will not be accepted. However, if at the time of submission deadline, Town Hall is closed due to uncontrolled events, such as fire, wind or building evacuation, the submission deadline will be postponed until noon on the next normal business day, at which time proposals will be accepted. Proposer shall clearly indicate his/her name and "Social Services" on the outside of the envelope.

Directions with respect to the interior envelopes follow below.

Envelope #1 (Narrative Proposal) must be labelled on the outside with your name and "Social Services - Narrative" and shall include 5 copies of the following:

- a) Cover letter signed by you
- b) Contact information including your name, address, phone number, fax and e-mail address
- c) Proposal letter to include a commitment to fully perform the scope of services as well as a narrative describing your approach to addressing the scope of services, in particular, your ability to work with people of all ages, to manage multiple tasks, to receive, understand, and execute oral, and written instructions, to maintain detailed accurate records, to prepare written and oral reports, and to manage crises and sensitive matters
- d) Resume listing qualifications and academic and professional work experience
- e) List of professional references and contact information, to be completed on the form provided in the RFP packet
- f) Copy of professional licensure, if applicable
- g) Non-collusion form and certificate of tax compliance to be completed and signed by you on the forms provided in the RFP packet

Envelope #2 (Price Proposal) must be labelled on the outside with your name and "Social Services – Price" and must include 5 copies of your price proposal to be completed and signed by you on the form provided in the RFP packet.

All price proposals submitted in response to this RFP must remain firm for at least 45 days following the RFP submission deadline.

Please note: The cover letter must be signed by an individual who is duly authorized to bind the firm (i.e. an individual who can legally commit the firm to perform the work according to the agreed terms for the price proposed). If you are submitting a proposal on behalf of a partnership, your cover letter must include the name of the partnership, followed by the signature of each general partner. If you are submitting a proposal on behalf of a corporation, your cover letter must include the name of the corporation and must be submitted by the authorized officer of the corporation, whose signature must be attested to by the Clerk/Secretary of the corporation. The corporate seal must also be affixed.

EVALUATION OF PROPOSALS

Any proposal that fails to include all of the information specified in Submission Requirements and Minimum Requirements will be rejected as unresponsive, and will not be afforded a complete review by the evaluation team. All responsive proposers will be invited to participate in an interview.

The Town will rate responsive proposals on the relative strength of the following qualifications: experience, oral and written communication skills, approach to position and problem solving ability. The

Town will determine the most advantageous proposal from a responsible and responsive proposer, taking into consideration price and all evaluation criteria set forth in this RFP.

Evaluation Criteria	Highly Advantageous	Advantageous	Not Advantageous
Licensure	LICSW	MSW	
Professional experience	Five years or more providing social service coordination	At least three years but less than five years providing social service coordination	
Age groups served	Experience with broad age range	Experience with several age groups	Experience providing services to only one age group
Communication skills	Engaging and persuasive in describing approach to scope of work	Demonstrates ability to communicate in a clear and concise manner	Unclear and disorganized; does not demonstrate ability to effectively communicate
Quality of narrative	Displays insights into problems and issues likely to be encountered and possible solutions	Well-organized, clear and concise, with few or no significant analytical, grammatical or typographical errors	Not well organized or concise, or it contains many significant analytical, grammatical or typographical errors
Quality of experience	Evidence of exceptional problem solving capabilities, crisis management, strong interpersonal skills	Evidence of solid problem solving, crisis management and interpersonal skills.	

CONTRACT AWARD

The Town will award the contract within thirty (30) days after the submission deadline to the proposer offering the most advantageous proposal taking into consideration all evaluation criteria as well as price. The time for award may be extended for up to thirty (30) additional days by mutual agreement between the parties.

QUESTIONS

Questions concerning this Request for Proposals shall be submitted in writing no later than July 25, 2014 to Selina Shaw by mail to 29 Middle Road, Boxborough, MA 01719, by fax to 978-264-3127 or by e-mail (preferred) to sshaw@boxborough-ma.gov. Written responses will be mailed, faxed or e-mailed to all known proposers no later than July 29, 2014.

ADDITIONAL INFORMATION

The Town reserves the right to cancel this RFP or reject in whole or in part any and all proposals, if the Town determines that cancellation or rejection serves the best interests of the Town. The Town also reserves the right to waive any informalities.

If it becomes necessary to revise any part of the RFP, or otherwise provide additional information, addenda will be e-mailed or faxed to all proposers on record as having been sent the RFP.

The Town reserves the right to negotiate all contract terms, including price, with the successful proposer.

Certifications of Insurance acceptable to the Town shall be filed with the Town prior to commencement of the work and must be kept in force for the duration of the contract. These certificates shall contain a provision that coverage afforded under the policies will not be canceled unless at least thirty (30) days prior written notice has been given to the Town. Additionally, the Town shall be named as “additional insured” as appropriate.

Price Proposal Form

The undersigned proposes to perform the scope of services, for the contact price specified below.

This proposal includes Addenda
numbered _____

The proposed contract price is:

_____	per hour	\$	_____	/hour
(Written Words)			(Figures)	

The undersigned certifies under the penalties of perjury that the project information contained in the proposal is accurate and complete and that he has never defaulted on **any** project.

The undersigned agrees that, if he is selected as contractor, he shall within ten (10) calendar days after presentation thereof by the awarding authority, execute a contract in accordance with the terms of this proposal.

Date _____

(Signed name of proposer)

Corporate Seal

(Printed name of proposer)

(Title)

(Company name)

(Address)

(City, State, Zip Code)

(Phone)

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid is in all respects bona fide, fair and made without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

Name of Person Signing Proposal

Company

Date

Tax Compliance Certificate

Under provisions of Massachusetts General Law, C. 62C, §49A, all person or companies submitting bids or proposals are required to certify their compliance with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding and remitting of child support.

I Certify under the pains and penalties of perjury that:

has complied with all the law of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding and remitting of child support.

Date _____

(Signature)

Social Security Number or
Federal Identification Number

(Title)

(Name of business)

Your Social Security number or Federal Identification number will be furnished to the Massachusetts Department of Revenue (DOR) to determine whether you have met the filing or tax payment obligations. The Town is required to furnish to the DOR at the end of its fiscal year, the vendors to whom more than \$5,000 is paid during the 12 months, ending June 30. Providers, who fail to correct the non-filing or delinquency, will not have a contract or other agreement issued, renewed or extended. This request is made under the authority of the Massachusetts General Laws, Chapter 62C, §49a.

REFERENCE FORM

Name of Proposer: _____

Contact Name: _____ Municipality/Company Name: _____

Address: _____ Telephone No. _____ Fax No. _____

Project Description: _____

Project Completion Date: _____ E-mail address: _____

Contact Name: _____ Municipality/Company Name: _____

Address: _____ Telephone No. _____ Fax No. _____

Project Description: _____

Project Completion Date: _____ E-mail address: _____

Contact Name: _____ Municipality/Company Name: _____

Address: _____ Telephone No. _____ Fax No. _____

Project Description: _____

Project Completion Date: _____ E-mail address: _____

Contact Name: _____ Municipality/Company Name: _____

Address: _____ Telephone No. _____ Fax No. _____

Project Description: _____

Project Completion Date: _____ E-mail address: _____

Contact Name: _____ Municipality/Company Name: _____

Address: _____ Telephone No. _____ Fax No. _____

Project Description: _____

Project Completion Date: _____ E-mail address: _____

Attach additional sheets if necessary

IF AN INDIVIDUAL OWNER, state the full name and address of the owner. If business is carried on in any name other than that of the Owner, state such name and address:

If the business is conducted under any name other than the real name of the owner, set forth when and where the certificate required by MGL c. 110, s. 5 was filed:

The full names and addresses of all persons interested in this proposal, as principals, are as follows:

Name	Address
------	---------

Name	Address
------	---------

Name	Address
------	---------

Name	Address
------	---------

SUPPLEMENTARY INFORMATION

The following is a brief description of proposer’s experience and organization:

ADDITIONAL INFORMATION

IF A CORPORATION, this bidder is duly organized and existing under the laws of the State of _____ and has a usual place of business at _____, and in the Commonwealth of Massachusetts at _____. The names and addresses of its officers are as follows:

_____ President	_____ Address
_____ Treasurer	_____ Address
_____ Clerk	_____ Address

If the proposer is a Foreign Corporation, also state the following:

(1) The Power of Attorney required by General Laws, c. 181, s. 3 was filed on_____.

(2) The Certificate and copy of its Charter, Articles or Certificate of Incorporation required by General Laws, c. 181, s. 5, were filed on: _____.

IF A PARTNERSHIP, the proposer has a usual place of business at:

_____.

The names and addresses of the partners are as follows:

_____ Name	_____ Address
_____ Name	_____ Address
_____ Name	_____ Address
_____ Name	_____ Address